




---

## Client Experience Specialist

---

<b>What we are looking for</b>	Highly motivated and ambitious individual, who is looking to deliver high calibre, multi-channel healthcare operational solutions for our client base, including annual reports, reviews, and sustainability reports.
<b>Basic Requirements</b>	Degree in Insurance and Risk and/or Marketing; or related field with at least 3 years' experience in healthcare claims and membership management
<b>What the role entails</b>	The successful candidate shall engage with clients and develop an intimate understanding of their operational strategy, business model, fund rules as well as a deep knowledge of tariffs, service providers, best practice, and market trends in healthcare management reporting.
<b>What you can expect from your first year at TGI</b>	<p>Daily interaction with our clients and service providers</p> <p>Daily interaction with top Financial Service Providers, and blue-chip corporates</p> <p>Opportunity for recognised qualifications and further study in the Healthcare Industry</p> <p>Professional office environment and proficiency in office applications and software</p> <p>Massive growth potential in a fast-growing company and industry</p> <p>Young, dynamic, and innovative co-workers</p> <p>Great rewards and recognition</p>
<b>What will make you exceptional</b>	<p>You can apply technology to quantify problems and interpret data in a rational and objective manner</p> <p>You are an analytical thinker that is focused on finding solutions to problems, effectively gathering, and analysing information by asking probing questions, and thinking things through</p> <p>You can build and strengthen mutually beneficial partnerships with others</p> <p>You are reliable and complete your work in accordance with deadlines</p> <p>You focus on consistently delivering high-quality work by being meticulous and continually checking the detail of your work</p> <p>You follow policies and procedures to manage and mitigate risk</p> <p>You focus on finding and documenting the facts to better understand the logic behind a problem</p> <p>You work smart by planning and prioritising your tasks effectively</p>
<b>Additional Requirements</b>	<p>Demonstrable experience in developing service provider, building and maintaining constructive client relationships and networking skills.</p> <p>Proven healthcare management systems literacy</p> <p>Proven computer literacy – high level proficiency in the MS Office Suite.</p> <p>Strong interpersonal and communications skills necessary to build trust and respect both externally and internally.</p> <p>High-quality service ethic and committed to client service excellence.</p> <p>Ability to manage many urgent and often conflicting priorities.</p> <p>Strong 'can do' attitude with an innate ambition to take initiative and work by yourself as well as in a team.</p>

---

---

Flexibility and team focused approach with a 'roll up your sleeves' attitude to getting the job done; and  
A great sense of humour and fun!

---

- |                               |  |
|-------------------------------|--|
| <b>What you will be doing</b> | <ul style="list-style-type: none"><li>▪ Ensure client's needs and expectations are met by the business</li><li>▪ Maintain knowledge and awareness of tariffs and fund rules and overall strengths and weaknesses of the account to determine how best to service and motivate the accounts to stay with the business and create new customer relationships</li><li>▪ Assess, clarify, and validate the relevant member' needs on an ongoing basis, maintaining high member satisfaction ratings that are up to the business standards</li><li>▪ Manage client's needs and requests through appropriate negotiation cycle and techniques with service providers, to achieve global business objectives</li><li>▪ Work closely with the client support and service provider network office in an effort to meet client performance objectives as well as the client's expectations through complimentary cross-functional efforts</li><li>▪ Navigate all aspects of tariffs, understanding how tariffs affect our business performance and develop pricing tactics in day-to-day activities</li><li>▪ Account analytic reports and recommendations</li><li>▪ Assist with timely collections of outstanding invoices</li><li>▪ Managing any issues that may arise with both members and the health funders</li><li>▪ Help develop initiatives to increase member satisfaction and retention</li><li>▪ Get a deep understanding of the market dynamics – tariffs, exchange rates, channels, members - by collecting &amp; analyzing internal / external information, data and trends, using digital tools when relevant;</li></ul> |
|-------------------------------|--|

---

<b>Resume submission protocol</b>	Send cover letter, CV, pdf scanned copies of educational qualifications to <a href="mailto:tgi.talentpot@gmail.com">tgi.talentpot@gmail.com</a>
-----------------------------------	---

---

<b>Closing Date</b>	9 <sup>th</sup> August 2022
---------------------	-----------------------------

---

=====